

How Language Services are Provided in Hospitals Across the U.S.

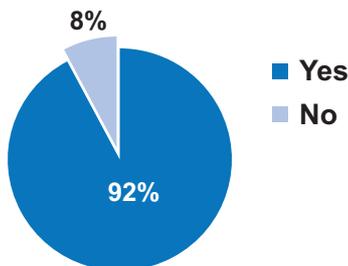
Survey Results

Introduction

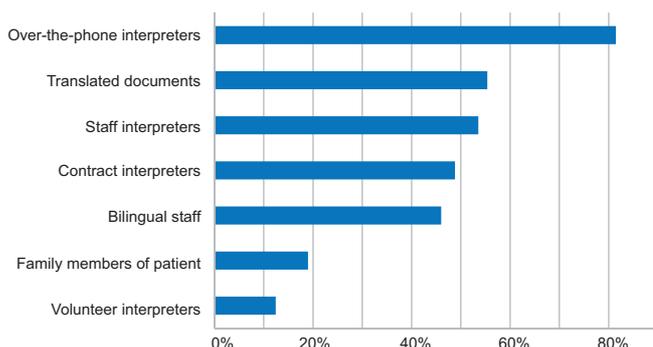
The following information was provided by participants in the August 13, 2009 AHA Solutions webinar – Comply with the Language Services Federal Mandate and Improve Quality of Care and Patient Flow. Over 1,000 healthcare providers registered and provided insight into their own language assistance programs through an online survey.

Respondents' job titles included Chief Nursing Officer, Chief Regulator/Compliance/Risk Management Officer, Customer Service Coordinator, Quality Manager, Director of Emergency Services and more.

Do you provide language services?

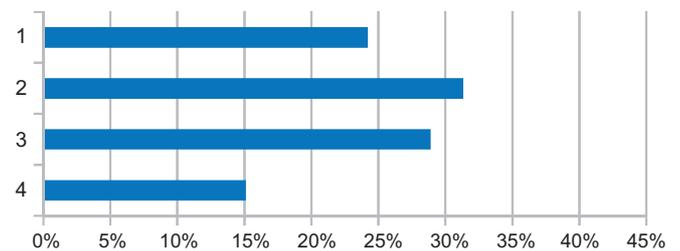


How do you currently provide language services?



The four primary modalities of oral interpretation cited by the survey respondents were over-the-phone interpreters (OPI), staff interpreters, contract interpreters and bilingual staff. Focusing on these four modalities, over-the-phone interpretation was the most widely utilized, however, 75% of healthcare providers employed more than one modality in their facilities (see chart below).

Number of Modalities



One modality		24%
Only OPI		12%
Only Staff Interpreters		4%
Only Contract Interpreters		4%
Only Bilingual staff		3%

Two modalities		32%
Staff Interpreters & OPI		10%
Bilingual Staff & OPI		9%
Contractors & OPI		9%
Bilingual Staff & Staff Interpreters		2%
Bilingual Staff & Contractors		1%
Staff Interpreters & Contractors		1%

Three modalities		29%
Staff Interpreters, Contractors, OPI		12%
Bilingual Staff, Staff Interpreters, Contractors		9%
Bilingual Staff, Contractors, OPI		6%
Bilingual Staff, Staff Interpreters, OPI		1%

All Four modalities		15%
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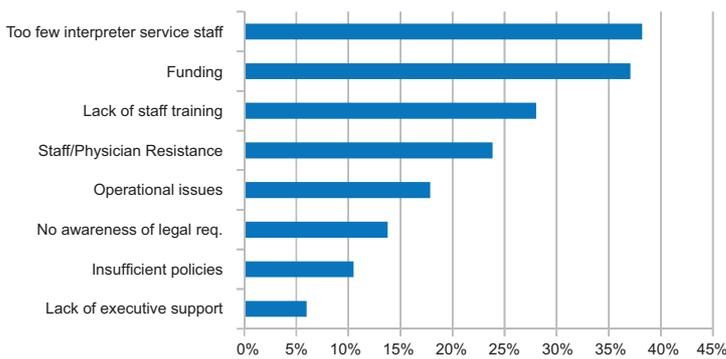
Translations

55% of respondents indicated that they provide translation services, which is much lower than the 81% who said they provide over-the-phone interpretation services and the 91% who provide some sort of language services. This discrepancy could indicate that requirements around providing translation of written documents are less well understood.

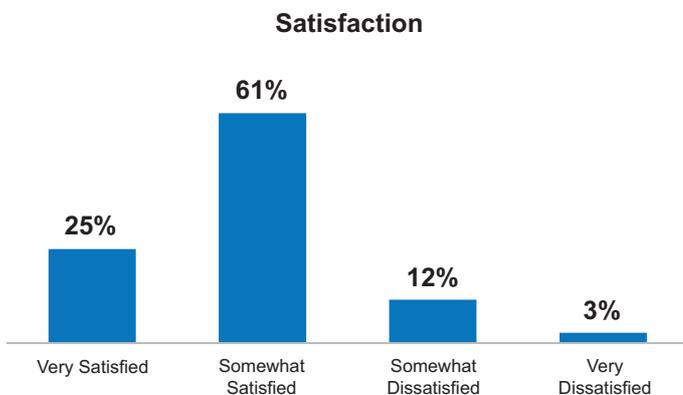
Family Members

19% of all respondents reported using family members to provide language services. This number is significant considering that the Department of Health and Human Services recommends that recipients of federal funds should not plan to rely on an LEP person's family members, friends, or other information interpreters to provide meaningful access to important programs and activities.

What are the main obstacles in providing language services?



How satisfied are you with your language services?



Comparing Provider Satisfaction with Obstacles & Modalities

The majority of healthcare providers (61%) were "somewhat satisfied" with their language services program. When comparing this group's perceived obstacles and modalities with those of the more or less satisfied groups, a number of disparities became evident. For instance, compared with "somewhat satisfied" providers:

- "Very satisfied" providers were less likely to report the following obstacles:
 - "too few interpreter services staff"
 - "lack of staff training"
 - "operational issues"
- Every obstacle was more likely to be named by "Dissatisfied" providers
- "Dissatisfied" providers were more likely to use bilingual staff and family members for language services

Survey data were analyzed by CyraCom International, Inc.

CyraCom Compliance Expertise

CyraCom assists clients to demonstrate compliance by aiding in the development and implementation of a comprehensive language program.

For more information, visit <http://www.cyracom.com/Compliance>

About CyraCom

CyraCom is the leading provider of innovative language solutions for healthcare including Over-the-Phone Interpretation, Video Interpretation, Translation and Localization, and Assessment and Training. CyraCom's language services contribute to:

- Improved patient flow for Limited English Proficiency patients
- Improved quality of healthcare outcomes
- Meaningful access to health services and improved patient satisfaction
- Compliance with federal & state regulations

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